

Executive Summary



Vision

What are we working to achieve?
Excellence In Delaware State Government



Mission

Why does DTI exist?
To provide leadership in the selection, development and deployment of technology solutions throughout the State of Delaware.



Core Values

What serves as the basis for our actions and decisions?
Integrity, Respect, Innovation, Customer Service, Leadership, Teamwork



Key Goals

What do we want to accomplish?

- Continuously improve the delivery of excellent services to our customers.
- Promote and facilitate the sharing of IT resources and practices in order to maximize collaboration and minimize the duplication of costs and efforts.
- Ensure the physical and cyber security of people, facilities and information.



Key Strategies

How will we achieve our goals?

- Provide operational computing capabilities exceeding customer service level agreements including availability, performance, and recoverability.
- Consolidate technologies, infrastructure, IT training initiatives, project/change management and quality methodologies for use across the statewide enterprise.
- Develop, deploy, and enforce IT Standards across the statewide enterprise.
- Create a statewide Information Security office.
- Implement a statewide IT security program.
- We will increase collaboration and communication with customers via the Customer Care Center.
- Lead the development of statewide Business Continuity/ Disaster Recovery plans.
- Adopt and deploy nationally recognized management standards and processes.
- Provide consistent opportunity for personal and professional growth.



Key Measures

How do we measure our progress?

- Project Performance Index-The extent to which our projects are on time, within budget and meeting customer specifications.
- Composite Availability- % of time our systems are up and trouble free.
- Customer Care Index- A combination of surveys and feedback measures assembled and monitored by our Customer Care Center.
- Security Index- A combination of disaster recovery and business recovery drill statistics in our customer organizations and within DTI.
- Employee Satisfaction Index- Periodic feedback based on employee surveys.
- Total IT salary dollars statewide.
- Total cost of IT versus total state spending.